GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2181
ANSWERED ON:16.03.2005
BSNL MOBILE SERVICES
Naik Shri Shripad Yasso

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints regarding congestion and call dropping experience by customers of BSNL mobile services;

(b) if so, the the number of such complaints received in this regard; and

(c) the action the Government proposes to take in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) & (c) No specific records of complaints for call dropping and congestion are being maintained. However, traffic is watched closely with reference to meeting the quality of Service (QoS) guidelines of the Telecom Regulatory Authority of India (TRAI). Complaints of call drop and congestion are related to network capacities and action has been taken by BSNL to expand its mobile network by 12 million lines in 2005. Pending this expansion, continued optimisation of network is undertaken to meet TRAI guidelines.